

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Shmuel (nmi) Shaffer, et al
Date Filed: August 25, 2003
For: METHOD AND SYSTEM FOR UTILIZING
PROXY DESIGNATION IN A CALL
SYSTEM

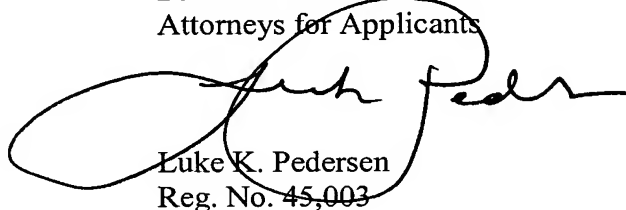
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Dear Sir:

INFORMATION DISCLOSURE STATEMENT

Applicants respectfully request, pursuant to 37 C.F.R. §§ 1.56, 1.97 and 1.98, that the references listed on the attached PTO-1449 form be considered and cited in the examination of the above-identified patent application. Since the present Application was filed after June 30, 2003, a copy of any U.S. Patent and any U.S. Patent Application Publication cited on the attached PTO Form 1449 is not being submitted with this Information Disclosure Statement pursuant to the July 11, 2003 waiver of 37 C.F.R. S 1.98(a)(2)(i) by the U.S. Patent and Trademark Office. Furthermore, pursuant to 37 C.F.R. § 1.97(h), no representation is made that the references qualify as prior art or that they are material to the patentability of the present application.

Respectfully submitted,
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Date: August 25, 2003

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PTO-1449 Information Disclosure Citation In an Application	Application No.		Applicant(s) Shmuel (nmi) Shaffer, et al	
	Docket Number 062891.1124	Group Art Unit	Filing Date August 25, 2003	

U.S. PATENT DOCUMENTS

		DOCUMENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE
	A	5,526,416	06/11/96	Dezonno et al.	379	265	11/16/92
	B	5,724,420	03/03/98	Torgirim	379	372	06/24/96
	C	5,991,645	11/23/99	Yuen et al.	455	568	06/06/95
	D	6,295,354	09/25/01	Dezonno	379	266	06/26/98
	F	6,546,097	04/08/03	Peltz	379	265.07	05/13/99
	F						
	G						
	H						
	I						
	J						
	K						
	L						
	M						

FOREIGN PATENT DOCUMENTS

		DOCUMENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
							YES	NO
	N							
	O							
	P							
	Q							

		DOCUMENT (Including Author, Title, Source, and Pertinent Pages)	DATE
	R	U.S. Patent Application entitled, " <i>Method and System for Managing Calls of an Automatic Call Distributor</i> ", inventors Shmuel (nmi) Shaffer, et al, filed August 25, 2003, 34 pages Specification, Claims and Abstract, 2 sheets of drawings	8/25/2003
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EXAMINER	DATE CONSIDERED
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EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP § 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to the applicant.

U.S. PATENT AND TRADEMARK OFFICE